

2022

# ANNUAL REPORT

family  
ELDERCARE





Family Eldercare employee and a member of the board pose for a photo in front of our sign.

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# OUR STORY

## OUR FOUNDING

Family Eldercare was founded in 1982 by two women with a ground breaking idea: develop resources and training for families caring for their aging loved ones. Jackie Lelong and Tina Dublin were experts in the field of aging and they took action to fill an unmet need.

With their research and professional backgrounds, the women founded Family Eldercare to serve as a resource in the community. Initially, Family Eldercare hosted public forums throughout Texas discussing aging and disability issues. They disseminated their educational program, “As Parents Grow Older,” to empower families and caregivers helping older adults to stay at home as long as possible. At that time, Family Eldercare was described as a group of fierce advocates with only a file cabinet and a phone, but it eventually became the primary agency in Central Texas directly serving older adults, adults with disabilities, and those who care for them.

The legacy of our founders lives on in the innovative programs we create to meet the evolving needs of our community.

## VISION

Create an [equitable](#) and more livable Central Texas for everyone by focusing on the [stability, dignity, and well-being](#) of older adults and people with disabilities.

## MISSION

We believe that older adults and people with disabilities are a vital part of creating a more livable, inclusive Central Texas for everyone. We thoughtfully partner with families and individuals to create stability, dignity, and success.

# 2022 BOARD OF DIRECTORS

## SERVED ON THE BOARD IN 2022

### OFFICERS

**Cory Macdonald, Board Chair**  
Austin, TX

**Charles Colley, Secretary**  
Austin TX

**Kim Wilson, Past Board Chair**  
Austin, TX

**Sam Cockburn, Treasurer**  
Austin, TX

### MEMBERS

**Ali Foyt**  
Houston, TX

**Cass Grange**  
Austin, TX

**Deborah Kerr, Ph.D**  
Austin, TX

**Renee Lopez**  
Hutto, TX

**Fred Lugo**  
Austin, TX

**Anna Vander Broek**  
Lubbock, TX

# 2022 EXECUTIVE LEADERSHIP

## **Kent Herring**

Chief Executive Officer

## **Brittany Baize**

Director of Development & Communications

## **Nicole Yates**

Director of Guardianship Services

## **Marisol Calvo**

Director of Human Resources

## **Cheryl Dunn**

Director of Finance & Administration

## **Shontell Gauthier**

Director of Financial & Housing Stability

## **Joyce Hefner**

Director of Housing & Community Services



Family Eldercare main office



# OUR VISION

## OUR VISION FOR 2022

Our effort to keep Central Texans securely housed was at the cornerstone of our vision for 2022. Since 2020, Family Eldercare has been addressing affordable housing and eviction prevention through advocacy and partnerships. These efforts have allowed us to expand our rapid rehousing and homelessness prevention services. In 2022, our initiatives continued these efforts and included:

### DEVELOPING AND BREAKING GROUND ON DEEPLY AFFORDABLE HOUSING

Advocates, city and county leaders, and our philanthropic community set an ambitious goal to address homelessness: creating 3,000 new units of housing in 3 years. In September 2021, Travis County unanimously approved a historic \$110 million allocation to the development of new affordable and supportive housing. Family Eldercare joined the ask in collaboration with six other local non-profits for \$50 million of this allocation as part of the Travis County Supportive Housing Collaborative. We are in the process of talking with members of our community, those with lived experience, and private developers. We hope to complete the planning stage and build 138 units of housing in the next several years. You can [read our public announcement here](#).

### CRITICAL RESPONSIVENESS & LIVING WAGES

Both the pandemic and winter storm have underscored the importance of being prepared to respond to critical threats to the health and safety of the people we serve. Being responsive to emerging issues is not only good for the people we serve, but also for our whole community. Family Eldercare has invested in the technology, tools, resources, equity, and talent that can make our community stronger in the long-term. To ensure the long-term stability of our services, all Family Eldercare employees are paid livable wages consistent with the Austin area.

### SCALING UP OUR SERVICES

Our new strategic planning cycle began in 2022. Among the top priorities are to scale up our services, ensure livable wages for staff and community care attendants, and support housing stability by investing in our housing-related service initiatives.

# PROGRAMS



## Housing & Community Services

### Service Coordination

This proven HUD-supported model increases the quality of life for residents in affordable housing.

### Financial & Housing Stability

Supports an individual's journey to self-sufficiency when they are at risk of or experiencing homelessness. Our program is designed to help navigate barriers and preserve independent living.

### Lyons Gardens

Family Eldercare's deeply affordable housing community for older adults ages 62+ in East Austin.

## Health & Wellness

### In-Home Counseling

Promotes good mental health by providing therapy to older adults in the comfort of their homes or virtually.

### Healthy Connections/LCWW

Activities that enhance social connections and healthy aging for our virtual community through **Lifetime Connections Without Walls** and in-person at Service Coordination sites.

### Rainbow Connections ATX

Connecting and uplifting Austin's LGBTQIA2+ community ages 18 to 110 by providing connections, support, and advocacy.

## Advocacy & Outreach

### Guardianship

We are court-appointed Texas-Certified Guardians, appointed to protect, advocate, and provide stability for individuals who are no longer able to make decisions about their health, finances, and stability

### Summer Fan Drive

Held every year from May to September to provide lifesaving relief from the dangerous Texas heat.

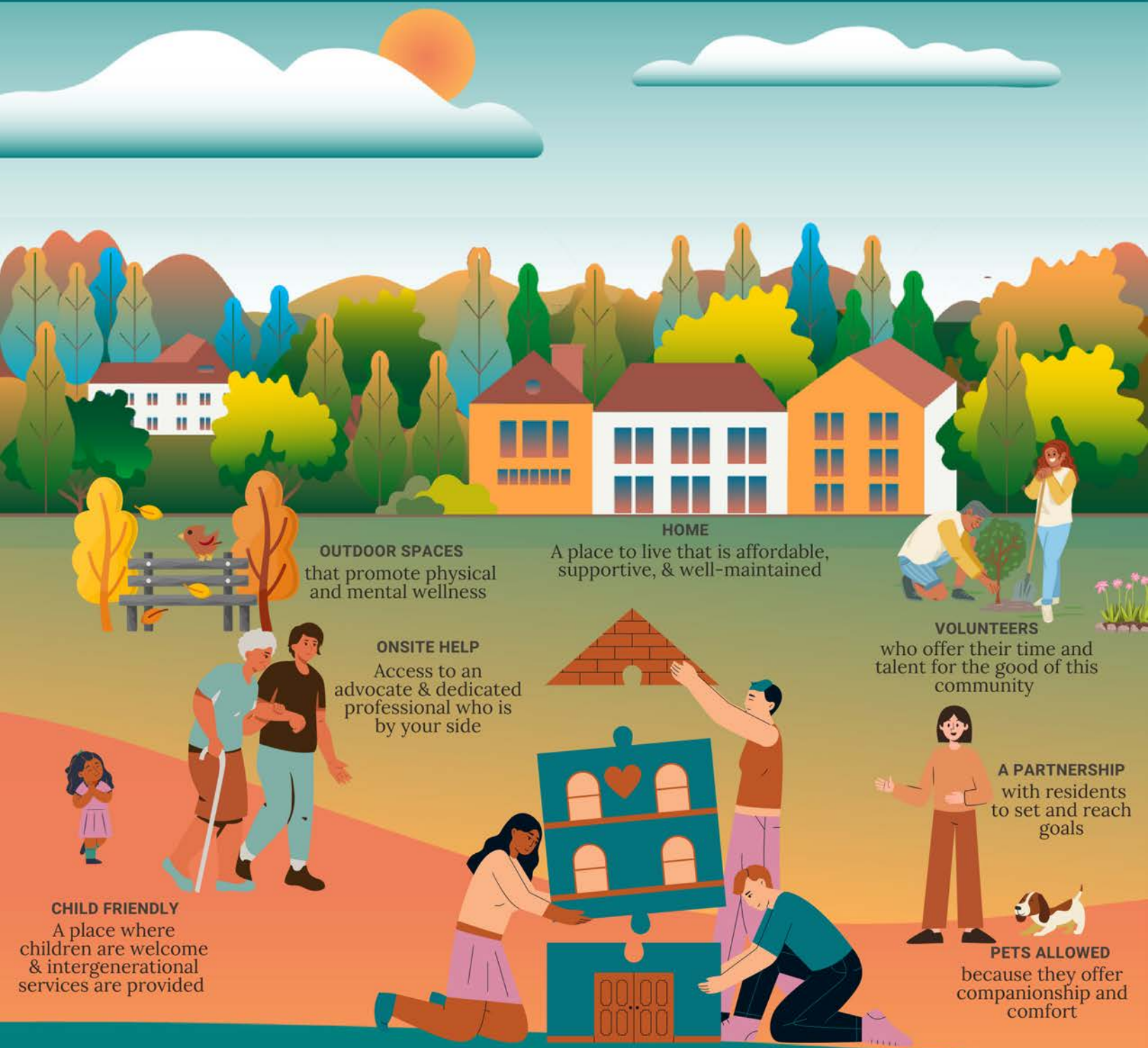
### 80 Over Eighty

Celebrating Central Texans who are 80+ years old and making a big impact on our community.

[Visit our website](#) to learn more about our programs.



# OUR VISION FOR A MORE LIVABLE AND INCLUSIVE CENTRAL TEXAS



**OUTDOOR SPACES**  
that promote physical  
and mental wellness

**HOME**  
A place to live that is affordable,  
supportive, & well-maintained

**VOLUNTEERS**  
who offer their time and  
talent for the good of this  
community

**ONSITE HELP**  
Access to an  
advocate & dedicated  
professional who is  
by your side

**A PARTNERSHIP**  
with residents  
to set and reach  
goals

**CHILD FRIENDLY**  
A place where  
children are welcome  
& intergenerational  
services are provided

**PETS ALLOWED**  
because they offer  
companionship and  
comfort



# WHAT DOES OUR COMMUNITY NEED



**A CONTINUUM OF SUPPORTIVE SERVICES DESIGNED FOR VARYING LEVELS OF NEED**

**MORE DEEPLY AFFORDABLE UNITS**

Some people only need help applying for benefits, others need an affordable unit with intensive case management and therapeutic counseling. Older adults who have experienced homelessness face additional barriers to obtaining and maintaining stable housing.

If you live in Austin, you know how expensive it is getting. Austin's housing stock is unattainable for older adults on very low fixed incomes (making under 30% of the median family income). Many, especially those exiting homelessness, will likely need rental assistance while they work to apply for benefits or jobs to stabilize their finances.

## HOW CAN YOU GET INVOLVED?

If you donated, volunteered, been our advocate, partnered with us, or spread the word about our services, then you have taken a step toward helping us build an inclusive and supportive Central Texas.

We're building 138 new units of housing over the next several years, as well as scaling up our services.

Continue to support our efforts by supporting our fundraising campaigns, attending our events, and connecting your network with Family Eldercare.

[Visit our website](#) to sign up for our newsletter and keep up with our housing initiatives and other efforts at Family Eldercare.

**Partner with Family Eldercare to help us make bold moves in creating a more livable and inclusive Central Texas.**

In 2022, our Rapid ReHousing team worked alongside nearly 300 individuals across Central Texas to navigate a journey that moved them from homelessness to permanent housing. The joy and satisfaction of opening the door to your own home, cooking on your stove, and inviting your first guest inside is a core memory that will not be forgotten.

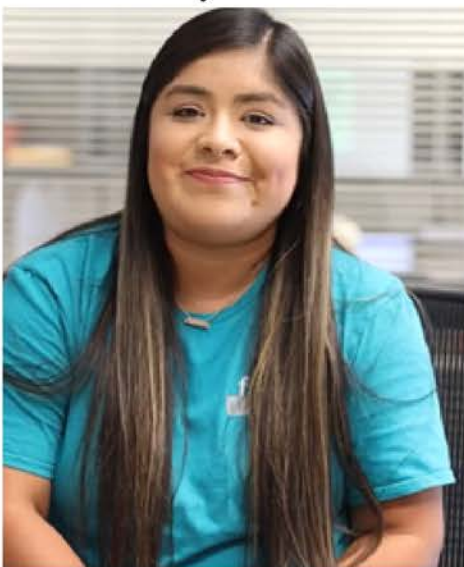




# 2022 MILESTONES

**You support, advocacy, and partnership made 2022 a tremendously successful year. Through its various programs, Family Eldercare employees spent an estimated 160,000 hours partnering with and advocating for the 10,000 people we served. Here are some top moments in 2022.**

- 1. Financial and Housing Services (FHS)** launched three new services: a standalone Case Management program, a Benefits Enrollment service, and a community Information and Referral service.
- 2. The Summer Fan Drive** distributed 7,600+ fans impacting 10,230 Central Texans in 17 counties.
- 3. Rainbow Connections ATX (RCATX)** was launched after years of advocacy and partnership. Austin Gay & Lesbian Senior Services at Family Eldercare merged with the Austin LGBT Elder Task Force to create RCATX. And in 2022, the RCATX team spoke to or impacted over 500 persons through hosting, cohosting, participating in, or sponsoring over 50 community events.
- 4. Awards were received.** FHS staff member, Callie Torres, was awarded the 2022 Texas Homeless Network Outstanding Case Manager of the Year Award. And Counseling alum and current Program Manager for RCATX, Cheryl Young was awarded 2022 Social Worker of the Year award by Greater Austin Social Workers (GASW)



Left to right: Callie Torres, Cheryl Young receiving flowers, members and supporters of RCATX at a pride event.

# 2022 MILESTONES

5. **Guardianship** clients resumed routine visits with family for the first time since the pandemic started. This has significantly impacted overall morale and quality of life.
6. The **Service Coordination** team coordinated the move of more than 140 residents from the old RBJ tower to the brand new Ladybird apartment complex.
7. The **Rapid ReHousing** Team served 307 people experiencing homelessness and helped 295 of them find permanent homes.
8. **Family Eldercare's** [new website](#) was launched! And we launched the Rainbow Connections ATX [website](#).
9. **80 Over Eighty** celebrated nine honorees in its fourth year. [Read their stories here.](#)
10. Our client Anatole Lee was selected to participate in the Statesman's **Season for Caring** campaign and he was able to receive the assistance he needed. [Read more of his story here.](#)
10. **Family Eldercare** grew and raised nearly \$15 million in funding from all sources, including \$2.9 Million to expand homeless services in our community over the next four years.



Left to right: One of our 80 Over Eighty honorees taking a break during his photoshoot; Anatole Lee welcoming Austin-American Statesman photographers to his home.





**10,200+**

CENTRAL TEXANS IN 15  
COUNTIES IMPACTED.



**7,600**

FANS DISTRIBUTED.



**600+**

SERVICES IN ADDITION TO  
FANS PROVIDED.

## WHAT WE DID

# 2022 SUMMER FAN DRIVE

## WHO WE HELPED



**49%**

REPORTED FEELING  
SICK FROM THE HEAT.



**65%**

REPORTED NOT HAVING  
ENOUGH TO EAT.



**37%**

OLDER ADULTS WERE LIVING  
IN HOT HOMES WITH A PET.

# MEET SOME OF THE PEOPLE WE SERVED

Meet some of the Central Texans we served in 2022. Their names were changed to protect their identify. All have overcome great barriers in life and work hard to achieve and maintain their financial stability and well-being.

## ANNETTE

**Annette is 64** and has been blind her whole life. She worked for 20 years until she was laid off during the pandemic. She lost her benefits, her income, and eventually her home when she couldn't keep up with her payments. Annette connected with Family Eldercare's **Financial and Housing Stability services** while temporarily living in a hotel. Even while diagnosed with breast cancer, Annette worked hard with her case manager and finally transitioned into stable housing. Annette tells us she wants to return to work after she "whips cancer's butt." She will not let cancer keep her down and is passionate about helping her visually impaired community.

## EDITH & JOSEPHINE

**Edith and Josephine** are a mother and daughter duo who are best friends. They have remained by each other's side through life's ups and downs. Both are enrolled in our **Bill Payer service**. These sweet and loving ladies have been through a lot. Edith is a breast cancer survivor and is currently fighting lung cancer. She requires a special diet, which is a challenge with her low income. Despite her health problems, Edith has remained amazingly positive and upbeat. Josephine is a survivor of domestic violence and fled to Texas to live with her mom. Josephine serves as caretaker to her mom, and they take care of each other emotionally. Edith and Josephine enjoy arts & crafts, jewelry-making, and anything that lets them be creative. They live with their cat, who is the queen of their home.

## FLORENCE

**Florence, age 88**, hails from St. Johns Colony just east of Lockhart, Texas. She worked hard all her life as a housekeeper and later in home health. She gets great joy from helping others. After 70 years as a member of her church in St. Johns Colony, she proudly became a member of a local Baptist church in Austin where her son became pastor. We met Florence during the **Summer Fan Drive** where she received fans and assistance with her utility bill.



# MEET SOME OF THE PEOPLE WE SERVED

## FRANCIS

**Frances is 68** and a resident of a housing complex for older adults where she gets our **Service Coordination** services. Frances is a big dog-lover who is mourning the recent loss of her dog. She is doing her best to pay down her own medical expenses and gets around with a rolling walker these days. She is grateful for the food pantry available to residents at her complex.

## GERALDINE

**Geraldine, age 81**, is a kind woman who received fans through the **Summer Fan Drive** and was referred to our **Financial and Housing Stability** services because she was struggling to afford both utilities and food. In 2022 we were working on lowering her household bills so that she will have enough money to afford her basic necessities in the long term.

## GRACIE

**Gracie is 58 years old** and she struggles with a disability. Our **Financial and Housing Stability** services help her maintain her housing and feel in control of her life. Gracie loves her two small dogs: Little Man and Miss Molly. And thinks her cat Smokey is pretty great too. Gracie always voices her appreciation for Family Eldercare whenever we visit her home.

## HANNAH

**Hannah, is 54** and lives with a hearing impairment. She loves going to church and being social. Rachel is enrolled in our **Representative Payee** services. Hannah is able to maintain housing and financial stability with our help. Among Hanna's favorite things are fragrant lotions and perfumes, cozy slippers, and nice weather.



Left to right: Board member Renee Lopez speaking to an employee; photo of apartment and new home of one of our clients who finally achieved permanent housing after being homeless.

# MEET SOME OF THE PEOPLE WE SERVED

## JERRY

Jerry, who is 62, hails from a tiny rural town named Earth, Texas. He struggled to get help for his mental health which contributed to his being homeless for many years. Thankfully his life is more stable now and he lives in a microhome at Community First! Village. He receives weekly home visits from his Family Eldercare case manager. Larry has a passion for transforming clothing into one-of-a-kind creations by altering them by hand. He enjoys modeling his own clothes and is always thinking of innovative ways to develop his creations.

## JOE

Joe is 70 and they call him the King of Karaoke at the state facility where he lives. Joe loves to sing and play dominoes. His traumatic brain injury made it impossible for him to care for himself, and Family Eldercare became his legal guardian. His guardianship care manager ensures Joe maintains a stable life.

## LENNY

Lenny, age 67, prides himself on being a technically savvy problem solver, especially because he lives with multiple sclerosis (MS). He currently uses a stick placed inside his mouth to press buttons for things like his flip phone and the remote for the TV. Lenny loves getting on his powerchair to go to antique stores, attend his MS support group, go to church, and to vote in person. He receives our counseling services, and his positivity and great sense of humor keep him going.

## MARY AND DAVID

Mary and David are a resilient couple in their 60's who've been through a lot together, including homelessness. Our Service Coordinators helped David apply for jobs, schedule interviews, and apply for benefits to keep them stably housed. His part-time job helps them make ends meet. Both Mary and David are social butterflies who are looking forward to celebrating the holidays.



# MEET SOME OF THE PEOPLE WE SERVED

## PAM

**Pam, age 50**, is very independent despite living with a disability. She loves hanging out with her two cats Sweet Pea and Slim. The **Representative Payee** services she receives from us help her maintain housing and financial stability. She would love to splurge more on her cats who are her greatest companions.

## RICK

**Rick is 53** and is doing his best with what he has. He's got a grateful heart that centers his life. At the moment, more than 80% of his income goes toward housing. Our **Representative Payee** services help him maintain his housing and we look for other ways to meet his needs. Rick is looking forward to moving into his own studio apartment soon. Though money is very tight for him and he lives with a disability, Rick never complains and keeps looking forward.

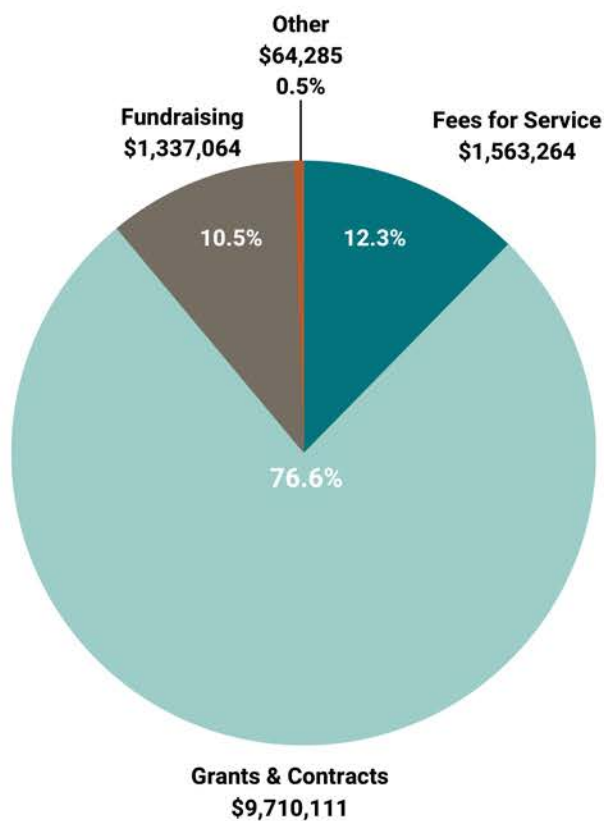
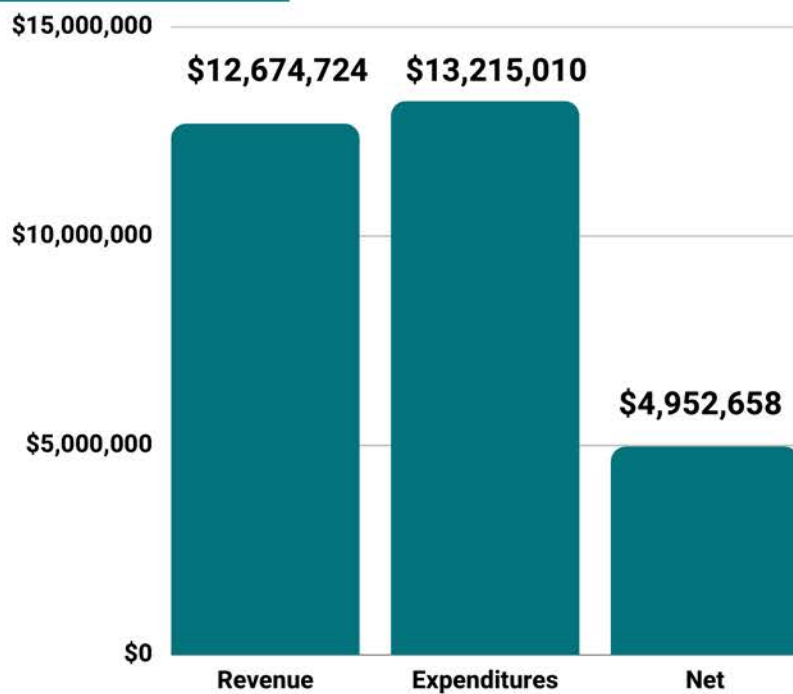
## ROBERT

**Robert** is celebrating his 81st birthday this month. We help him manage his budget through our **Bill Payer** services. He is a throat cancer survivor and didn't let cancer stop him from enjoying the people and activities he loves. His dad owned a record store which he worked in growing up and music is very important to him. Besides his love of music, Robert enjoys writing, and being around his grandkids and other family. Robert is a very funny man with a lot of amazing stories to share about his life and experiences.

## TABITHA

**Tabitha** and Fred moved to Austin last year to consult with a neurosurgeon for Fred's injury. Unfortunately, the risks involved in having surgery were too high and Fred chose not to go through with it. Fred found himself depleting his savings for his long-term medical care. He and Tabitha were facing homelessness when they were referred to our **Rapid Re-Housing (RRH)** program. Fred and Tabitha found comfort in one another in their apartment and spent Fred's last days watching movie classics and listening to classic rock. Tabitha is grieving losing her Fred. But she is not alone. The RRH team is helping her apply for disability benefits now that she developed mobility problems.

# 2022 STATEMENT OF ACTIVITIES







Left to right: Joe Decanay, a 2022 80 Over Eighty honoree and HEB employee during his photoshoot; Jim Spencer and Kaxan after filming the Summer Fan Drive PSA.

**Special thanks to the St. David's Foundation for continued support of our mission. We are also grateful for the continued support of our largest grant partners and special campaign supporters.**

## **St David's FOUNDATION**

**Andrew Delaney Foundation  
 Carl C. Anderson Sr. & Marie Jo Anderson Charitable Foundation  
 Covenant Presbyterian Church  
 Donald D. Hammill Foundation  
 Episcopal Seniors Foundation (ESF)  
 Legacy Collective  
 May and Stanley Smith Charitable Trust  
 McCullough Heating & Air Conditioning, Inc.  
 Moody Foundation  
 Roger Beasley Mazda  
 Texas State Affordable Housing Corporation (TSAHC)  
 The Barilla Foundation  
 The Statesman Season for Caring Campaign  
 The Harry E. and Eda L. Montandon Charitable Trust**